

ANNUAL TRAINING

KANSAS NUTRITION AND WIC SERVICES



**A NEW AUTHORIZED FOOD LIST WILL BE ISSUED
EFFECTIVE OCTOBER 1, 2013—Watch for new food information this Fall!**

Inside this issue:

Authorized Vendor.....2

Vendor Manual.....3-4
Highlights

Minimum Stock.....5
Requirements

Approved Foods.....5-8

Vendor Materials.....9
Available

The Transaction.....10

WIC Vendor Training
QUIZ.....11

The State WIC Agency (SA) must provide training every year to at least one person from every grocery store authorized by the WIC program per 7 Code of Federal Regulation (CFR) Ch.11, Subsection 246.12(h)(3)(B)(xi). This year, annual training will be in the form of this newsletter to your store. Please make sure all staff are trained according to the information provided in this newsletter.

This training newsletter contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). The program provides:

- Personalized nutrition education and support
- Tips for eating well to improve health
- Referrals for services that can benefit the entire family.
- Checks to buy healthy food

As an authorized WIC vendor, you play an important role in helping to improve the health of women, infants and children in Kansas. When WIC checks are redeemed properly, WIC clients receive the correct nutritious foods and your store is reimbursed by the WIC program. Both the WIC client and your store benefit.

What is WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which serves Women (Pregnant, Breastfeeding and Postpartum), Infants and Children up to age 5. The program is funded primarily by the United States Department of Agriculture. The WIC program was established in 1972 and helps provide nutrition education, referrals, nutritious foods and other services for people who qualify for the program.

The Kansas Department of Health and Environment administers the program through Local Health Departments which we call Local Agencies (LA). Local Agencies are located throughout the state and you should learn who the WIC vendor manager is in your area. They can answer many questions about WIC for you and your WIC customers.

http://www.kansaswic.org/families/WIC_county_map.html

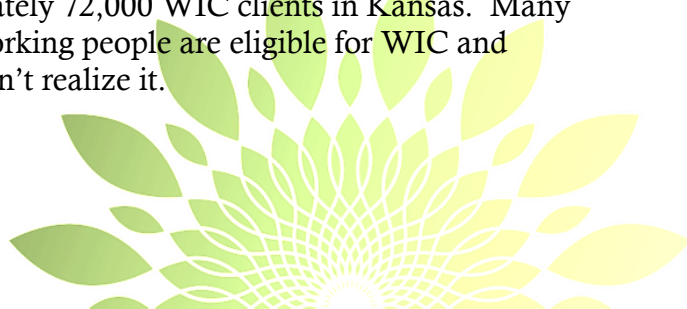
For any general questions, you may call the State WIC office at 1-800-332-6262.

Who are WIC Customers?

For someone to be a WIC client, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or a child under age 5;
- live in Kansas;
- be within the income guidelines, and
- have a medical or nutritional need.

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 72,000 WIC clients in Kansas. Many working people are eligible for WIC and don't realize it.



What Does it mean to be an Authorized WIC Vendor?

An Authorized WIC Vendor, in Kansas, is a full-line grocery store that has agreed to stock the nutritious supplemental foods that WIC clients have prescribed to them on their WIC checks. The Vendor Procedures Manual covers many topics and can be found at: http://www.kansaswic.org/manual/forms/Vendor_Manual.pdf

On page 12 it states each vendor must apply to the program and be approved in order to participate as an authorized WIC vendor. All authorized WIC vendors are issued a check stamp containing their unique WIC vendor identification number in order to accept WIC checks. The authorized vendor also receives window decals for their doors stating the store accepts WIC checks, vendor program booklets for each of their registers, WIC shelf labels, and a copy of the signed vendor contract.

The vendor's roles and responsibilities can be found on page 3 of 11 in the contract, and begin on page six (6) of the vendor procedures manual. The vendor's main responsibilities are to:

- ⇒ Comply with the WIC Vendor Contract and the Vendor Procedure Manual
- ⇒ Purchase infant formula from the Kansas Approved List of Infant Formula
- ⇒ Appropriately accept and process WIC checks
- ⇒ Ensure minimum stock of WIC foods
- ⇒ Post WIC door decals
- ⇒ Appropriately label WIC approved foods
- ⇒ Give all WIC clients the same service and same courtesies as non-WIC customers

Other important responsibilities are to deposit properly redeemed WIC checks prior to the "Vendor Must Deposit by Dates" and ensure at least one employee completes all required training. That employee is then responsible to train all store employees on WIC procedures!

The State Agency (SA) contracts with full-line grocery stores (vendors) in order to authorize the vendor to provide supplemental foods to WIC customers. On page nine (9) of the vendor procedures manual you will find the following responsibilities of the SA, some of which are to:

- ⇒ Reimburse vendors for all validly redeemed and deposited checks
- ⇒ Provide vendors information regarding approved foods and any changes that may occur
- ⇒ Review and approve/disapprove of vendor applications
- ⇒ Review evaluation reports
- ⇒ Ensure contracts are only completed with authorized vendors
- ⇒ Train and evaluate Local Agencies (LA)

The SA partners with the LA to have a LA WIC vendor manager available to your store and to make store visits, at contract renewal. These visits are to ensure the vendor still meets the minimum stock and other federal requirements which includes verifying cashiers are processing checks correctly and items on shelves are appropriately labeled.

For further information on what the application and contract requires of each authorized vendor, please go to the Kansas WIC website and click on the right-hand side link that says, "Apply to be a WIC Vendor." The approved foods and minimum stock requirements are covered in the following pages of this letter and can also be found on the WIC website at: <http://www.kansaswic.org/vendors/>



Kansas WIC Program **Vendor Manual**



Vendor Manual

The WIC vendor procedure manual covers many topics, such as contract cycles, what to do when there is a vendor Change of Ownership, Quarterly Price Assessments (QPAs) or Civil Rights issues.

It is important that at least one member of the store knows this information and where to locate it. If your store does not have a current vendor manual please go to the website and print off a new edition or request one from your LA vendor manager.

http://www.kansaswic.org/manual/forms/Vendor_Manual.pdf

This section of the training is going to provide basic instruction on the vendor sanction system, the vendor complaint process, the vendor claims procedures and the SA policies and procedures regarding the use of incentive items.

Sanctions

On page 21 of the vendor procedure manual, Kansas WIC vendors are informed that if the store is determined to be in violation of WIC program policies and procedures, federal regulations, state statutes, the vendor participant contract or the vendor manual, stores shall be sanctioned. Vendor violations may be intentional or unintentional. The Kansas WIC program may refer vendors who commit fraud and/or abuse of the WIC program to federal, state or local authorities for prosecution under applicable statutes.

The WIC program has two levels of violations: those that result in Kansas WIC program sanctions and those that result in federally mandated sanctions. The violations are listed on pages 22-23 and includes items such as using incentive items, improper shelf labeling or more severe violations such as allowing the return of food purchased with a WIC check in exchange for cash, credit or non-food items. Imposed sanctions may include warning letters, mandatory training sessions, administrative fines, monetary claims, Civil Money Penalties (CMP), suspensions, terminations or disqualifications or any combination of sanctions. Please review this information with staff.

Complaints

As previously discussed, WIC's success is based on the partnership between the SA, the LA, the client and you, the vendor. The program expects both the client and store staff treat each other with the respect and dignity we each deserve. Clients may file complaints against stores when staff treat them rudely or when they are denied a product that is in the book.

Did you know that stores have the right to complain against clients as well? If you wish to make a complaint about a client, please call your LA. All reports of abuse and/or complaints should be made within ten days after the incident. Be as specific as possible, making sure to record the names and the details of the incident. Include such details as time, date, physical description, words exchanged, names of staff persons that witnessed the incident, etc. make a copy of the WIC check. The complaint will be discussed with the client and appropriate actions taken.

Claims

A claim for the vendor is a rejected check. The vendor manual provides the information needed to understand how the store and the SA handle rejected checks, this information is found in Appendix F which is part of the claims process. On page 10 of this Annual Newsletter training, we provide instructions on how cashiers should complete a WIC check transaction and making sure the correct food products are purchased is the best way to avoid needing to make a claim.

Checks are rejected when missing the vendor stamp in the Vendor Stamp box. If a check is returned with the imprint: Missing/Illegible Vendor Stamp-Correct and Deposit, you may stamp the check and re-deposit the check to your bank.

Checks rejected 'Over the Allowed Amount' can be resolved by using an Automated Clearing House (ACH) transaction. If a WIC check is rejected for over the allowed amount the check will be returned (rejected) and the store's bank account is electronically credited for the maximum amount for the store's peer group.

Appendix (G) is used to set up the ACH transactions and Appendix (H) Request for Reimbursement is used when a check rejects. Please review the information presented in the manual, including the appendixes.

Incentive Items

The WIC program is specified in the federal regulations and in 7 CFR, Ch.11, Sub-section 246.12(h)(3)(iii) it states that vendors are required to offer WIC Program participants the same courtesies that are offered to Non-WIC customers. Therefore, a WIC-authorized vendor may NOT treat WIC customers differently by offering incentive items that are not offered to non-WIC customers. This is a violation of Federal WIC Regulations and will result in sanctions. Incentive items maybe offered if its offered to all customers, such as there's a sale on cheese, buy one, get one free, and the cheese is a WIC approved product, then the WIC client is allowed the same incentive item(s) to shop at the store.

No Authorized Vendor in the State of Kansas may offer incentive items intended to solicit WIC clients to shop at their store.

Price Check

The State WIC Office recently lowered the buffer percentage on the Not-to-Exceed (NTE) amount for all WIC checks as indicated in the last vendor newsletter. The impact of this change has been minimal however it is important to keep up with the current pricing limits that are set in the system to make sure that your WIC checks will not reject for high prices. To access the pricing information you must go to www.kansaswic.org and click on the Information for WIC Vendors link on the left hand side of the screen. Next you will need to click on Check Processing and Food Pricing Information link in the first paragraph. After that you will then click the Average Prices for Vendor Peer Groups link at the top of the second paragraph and you will be directed to the following page:

As instructed you will need to enter the first four digits of your WIC Vendor Stamp e.g. 0123. After you have entered that in, click continue or hit enter and you will be directed to the following screen:

Peer Group 4 Average Pricing

| Food Item | Weight/Container | Price as of October 2011 | Extended Price |
|-------------------------------|----------------------|--------------------------|--------------------|
| 64 oz containers Juice | 64 oz ready to drink | \$3.44 | |
| Baby Food - Fruits/Vegetables | 4 ounce jars | \$0.95 | |
| Cereal | price per ounce | \$0.25 | |
| Cheese | 1 lb package | \$6.21 | |
| Dry Milk | price per quart | \$1.28 | |
| Eggs | 1 dozen | \$1.55 | |
| Evaporated Whole Milk | 1 can | \$1.44 | |
| Infant Cereal | price per ounce | \$0.25 | \$6.00 - 24 OUNCES |
| Juice Boxes | 1 package | \$3.62 | |

This screen provides you with the current prices that are set in the system for the peer group listed. It is very important that you visit this site frequently to compare your prices to the prices for the peer group. If your prices are too high there is a potential for your WIC checks to reject.

Minimum Stock Requirements

Grocery Stores who are authorized to accept WIC checks have agreed to maintain a minimum stock of those nutritious supplemental foods that WIC clients have prescribed on their checks.

Minimum Stocking Requirements

| Canned Beans | Sizes | Required Variety | Minimum Stocking Levels |
|--|---------------|------------------|-----------------------------|
| Black, Kidney, Navy, Pinto or fat free Refried | 14–16 oz cans | 3 varieties | Urban 24 cans—Rural 12 cans |

| Peanut Butter | Sizes | Minimum Stocking Levels |
|-------------------|--------------|--------------------------|
| Creamy or Crunchy | 16–18 oz jar | Urban 2 jars—Rural 1 jar |

| Eggs | Sizes | Minimum Stocking Levels |
|---------------|---------|-----------------------------|
| Large AA or A | 1 dozen | Urban 4 dozen—Rural 2 dozen |

| Baby Food | Sizes | Required Variety | Minimum Stocking Levels |
|--------------|------------|------------------|------------------------------|
| Fruit | 4 oz jar | 4 varieties | Urban 128 jars—Rural 64 jars |
| Vegetable | 4 oz jar | 4 varieties | Urban 128 jars—Rural 64 jars |
| Meat w/gravy | 2.5 oz jar | 3 varieties | Urban 62 jars—Rural 31 jars |

| Cereal | Sizes | Required Variety | Minimum Stocking Levels |
|-----------|-------------------------|------------------|-----------------------------|
| Infant | 8 oz box or larger | 2 varieties | Urban 8 boxes—Rural 4 boxes |
| Breakfast | 12, 18, 24 or 36 oz box | 4 varieties | Urban 8 cans—Rural 4 cans |

| Whole Grains | Sizes | Required Variety | Minimum Stocking Levels |
|------------------------------------|--------------------|--|---|
| 100% Whole Wheat bread/rolls/buns | 12–32 oz packages | 2 varieties - at least 1 product must be 16 oz | Urban 8 pounds total—Rural 4 pounds total |
| Whole Wheat or Soft Corn Tortillas | 8–32 oz containers | At least 1 | Urban 4 packages—Rural 2 packages |
| Brown Rice | 12–32 oz packages | At least 1 | Urban 4 packages—Rural 2 packages |

The food package is authorized every two years and minimum stock has not changed in the last year, since the 2011 food package.

You can find a copy of the most current Minimum Stock Requirements in the Appendices of the WIC Vendor Manual, Appendix E (a) for Rural and Appendix E (b) for Urban.

http://www.kansaswic.org/manual/forms/Vendor_Manual.pdf

Minimum Stocking Requirements

| Infant Formula | Variety | Minimum Stocking Levels |
|-----------------------------------|--------------------------------|-----------------------------|
| Similac Advance | 12.4 oz can - Powder | Urban 22 cans—Rural 11 cans |
| Similac Sensitive Isomil Soy | 12.4 oz can - Powder | Urban 22 cans—Rural 11 cans |
| Similac Sensitive Fussiness & Gas | 12.6 oz can - Powder | Urban 22 cans—Rural 11 cans |
| Similac Advance | 13 oz can - Liquid Concentrate | Urban 70 cans—Rural 35 cans |
| Similac Sensitive Isomil Soy | 13 oz can - Liquid Concentrate | Urban 70 cans—Rural 35 cans |
| Similac Sensitive Fussiness & Gas | 13 oz can - Liquid Concentrate | Urban 70 cans—Rural 35 cans |

| Milk | Sizes | Minimum Stocking Levels |
|--------------------|-------------|--|
| Whole | Gallon | Urban 12 gallons—Rural 6 gallons |
| Whole | Half gallon | Urban 6 half gallons—Rural 3 half gallons |
| Skim, 1/2%, 1%, 2% | Gallon | Urban 12 gallons total—Rural 6 gallons total |
| Skim, 1/2%, 1%, 2% | Half gallon | Urban 6 half gallons—Rural 3 half gallons |

| Fish | Sizes | Minimum Stocking Levels |
|--------------------|-------------------|---------------------------------------|
| Light Tuna (chunk) | 5–15 oz container | Urban 4 containers—Rural 2 containers |
| Pink Salmon | 5–15 oz container | Urban 4 containers—Rural 2 containers |

| Juice | Sizes | Required Variety | Minimum Stocking Levels |
|-------------------------------------|----------------------|------------------|---|
| Ready to Drink, Shelf Stable only | 64 oz container | 2 flavors | Urban 12 containers Rural 6 containers |
| Concentrate, frozen or shelf stable | 11.5–12 oz container | 2 flavors | Urban 8 containers Rural 4 containers |

| Cheese | Sizes | Required Variety | Minimum Stocking Levels |
|---|-------------------------------------|------------------|--|
| American (sliced), Cheddar, Colby, Monterey Jack, Mozzarella, Swiss | 2–8 oz packages or 1–16 oz packages | 2 varieties | Urban 4-16/8-8 packages Rural 2-16/4-4 packages |

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WIC Approved Foods

WIC clients receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of each possible supplemental food. It is extremely important that the correct foods are sold to WIC clients so WIC customers get the correct foods and your store is reimbursed for the foods sold. If the incorrect foods are sold, your store may not be reimbursed for the products. While WIC clients are educated on the approved foods and their checks specifically, there is still a chance for mistakes. We try to provide enough education to store staff and WIC clients to keep these mistakes at a minimum. The Approved Foods list is updated every two (2) years and can change at that time but the WIC Vendor Program booklet will always list the approved foods in Kansas.

BABY FOOD

Fruits or Vegetables – Any Brand 4 oz containers single or mixed fruits or vegetables without added sugar, starch, salt, DHA/ARA, meat, rice, pasta or noodles



Meats – Any Brand 2.5 oz containers meats with broth and/or gravy without added sugar, salt, DHA/ARA, meat, rice, pasta or noodles (Meats are exclusively for breastfed babies only.)



INFANT CEREAL

8 oz box or larger. WIC customers choice of:


Barley Rice
Mixed Whole Wheat
Oatmeal


CANNOT BUY: cereal with added fruit, formula or DHA/ARA

INFANT FORMULA

WIC customers may only purchase the brand, type and size as listed on their checks. The UPC code is listed after the formula on the most issued infant formulas.

CANNOT BUY: any other brand, type or size

| JUICE | FISH | PEANUT BUTTER |
|--|--|---|
| <p>100% Fruit Juice Only! WIC customers must purchase the container size listed on their check.</p> <ul style="list-style-type: none"> ♦ 64 oz container Juice (no refrigerated juices) ♦ 11.5—12 oz containers Concentrated Juice <p>Brand specific as listed in the WIC Program Booklet.</p> <p>CANNOT BUY: any other size, container, type, flavor or brand, freshly squeezed, infant juice, punches, aides or fruit drinks, juice cocktail or lite juice</p> | <p>Any brand, 5—15 oz containers. WIC customers may purchase cans or pouches.</p> <ul style="list-style-type: none"> ♦ Light Tuna, chunk <ul style="list-style-type: none"> ♦ Packed in water or oil ♦ Pink Salmon <ul style="list-style-type: none"> ♦ Packed in water or oil <p>CANNOT BUY: albacore tuna, tuna spreads or any other type of salmon or lunch packs</p> | <p>Any Brand, smooth/creamy or crunchy</p> <p>⇒ 16—18 oz jars</p> <p>CANNOT BUY: peanut butter spreads, peanut butter with added flavors or fortified peanut butter, natural or organic</p>  |

| MILK | SOY MILK | CHEESE | | | | | | |
|--|--|--|-----------------|-----------------------|----------------|--------------------|---------------|---------------|
| <p>Any brand, type and size as listed on check:</p> <ul style="list-style-type: none">♦ Skim, 1/2%, 1%, 2%♦ Whole Milk♦ Fat free, Low fat or Reduced Fat Lactose Free♦ Whole Lactose Free♦ Fat Free or Low fat Evaporated♦ Whole Evaporated Nonfat Dry <p>CANNOT BUY: buttermilk, flavored milk, raw unpasteurized milk, non-dairy substitutes, rice milk, organic or almond milk</p> | <p>8th Continent Original, 8th Continent Vanilla, and Great Value Brand, half gallon size only.</p> <p>CANNOT BUY: any other size, container, type, brand or flavor</p>  | <p>One 16 oz package or two 8 oz packages. WIC customers may buy 2% milk reduced fat or part skim cheeses. WIC customers may choose from:</p> <p>Pasteurized Processed American (sliced)</p> <table><tr><td>Cheddar (block)</td><td>Monterey Jack (block)</td></tr><tr><td>Co jack(block)</td><td>Mozzarella (block)</td></tr><tr><td>Colby (block)</td><td>Swiss (block)</td></tr></table> <p>CANNOT BUY: imported cheese, cheese food, product or spread, shredded cheese, cheese with added flavors, individually wrapped slices, or organic</p> | Cheddar (block) | Monterey Jack (block) | Co jack(block) | Mozzarella (block) | Colby (block) | Swiss (block) |
| Cheddar (block) | Monterey Jack (block) | | | | | | | |
| Co jack(block) | Mozzarella (block) | | | | | | | |
| Colby (block) | Swiss (block) | | | | | | | |

EGGS

WIC customers have a choice of Grade AA or A Large

CANNOT BUY: brown, free-range, specialty eggs (Eggland's Best or EggsPlus) or organic



TOFU

Brand specific, 16 oz containers only

Azumaya - Firm or Silken

House Foods Premium - Extra Firm, Firm, Regular

CANNOT BUY: any other size, container, type, brand or flavor

WHOLE GRAINS



Brown Rice

Any brand, 12—32 oz containers

- ♦ May be instant, quick or regular

CANNOT BUY: products with added sugar, salt, flavoring, fat or oil



100% Whole Wheat Bread/Rolls/Buns

Any brand, 12—32 oz packages.

- ♦ Labels must display the words **100% Whole Wheat** and whole wheat flour **must** be the first ingredient listed.

Soft Corn Tortillas Any Brand

8—32 oz containers

Things to look for when scanning whole wheat bread



STEP 1:

Check the Label

Label says "100% Whole Wheat"



STEP 2:

Check the Ingredient List

Whole Wheat flour is the first ingredient listed

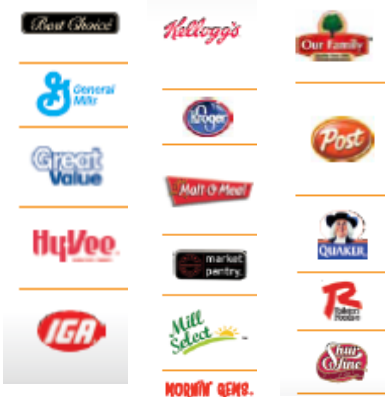


STEP 3:

Check Ounces in Product

Make sure you don't go over the ounces listed on your WIC check

CEREAL



Brand specific as listed in the WIC Program Booklet.

- ♦ 12, 18, 24, or 36 oz packages

CANNOT BUY: any cereal or brand not listed or organic cereal



****Please note these sizes are also for HOT CEREALS. The 12oz ONLY is not correct. ALL Cereals, cold and hot, are prescribed at the 12, 18, 24, or 36 ounce sizes.**

CANNOT BUY: any cereal or brand not listed or organic cereal

CANNED BEANS

Any brand, 14—16 oz cans. WIC customers may choose from:

| | | |
|----------------------|-------|------------------|
| Black | Navy | Lentils |
| Kidney | Pinto | Split Peas |
| Black-Eyed Peas | | Fat-Free Refried |
| Garbanzo or Chickpea | | Great Northern |
| Lime or Butter Beans | | |

CANNOT BUY: green beans, baked beans, flavored beans, pork and beans or beans/chili, soups, or beans containing added sugars, fats, meats or oils

DRIED BEANS/ PEAS

Up to a 1 pound bag. Any brand.

WIC customers may choose from:

Dried beans Lentils

Dried peas

CANNOT BUY: soup mixes

WIC Approved Foods, cont.

FRESH FRUITS AND VEGETABLES

Any variety of:

- ◆ fresh fruits and vegetables,
- ◆ bulk fruits and vegetables,
- ◆ including sweet potatoes and yams,
- ◆ bagged salad mixes,
- ◆ bagged vegetables,
- ◆ cut fruits and vegetables.

CANNOT BUY: russet, white, red, yellow, blue or purple potatoes, items from the salad bar, party trays, fruit baskets, decorative fruits or vegetables, nuts, herbs or spices



CANNED FRUITS AND VEGETABLES

CANNOT BUY: russet, white, red, yellow, blue or purple potatoes, sauerkraut, baked beans, pork and beans, black, kidney, navy, or lima beans, split peas, lentils, other mature legumes, soups, ketchup, relishes, condiments, pickled vegetable and olives

Any variety of:

- ◆ canned fruits and vegetables,
 - ◆ regular or low sodium,
 - ◆ without added:
 - ◆ syrup,
 - ◆ sweetener,
 - ◆ flavoring,
 - ◆ fat,
 - ◆ oil,
 - ◆ sauce,
 - ◆ meat,
 - ◆ pasta,
 - ◆ rice or noodles



FROZEN FRUITS AND VEGETABLES

Any variety of frozen fruits and vegetables, without added: syrup, sweetener, flavoring, fat, oil, sauce, meat, pasta, rice or noodles

CANNOT BUY: russet, white, red, yellow, blue or purple potatoes, items from the salad bar, party trays, fruit baskets, decorative fruits or vegetables, nuts, herbs or spices

http://www.kansaswic.org/manual/forms/Vendor_Manual.pdf

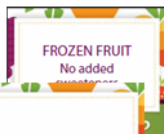
The Vendor Manual, on page 6, lets the store staff know that the FVC specifies a specific dollar amount that the client can use towards the purchase of fresh, frozen, or canned fruits and/or vegetables. Then on page 16 of the Vendor Manual, you'll find information that states there is no sales tax due on a regular WIC transaction. However, there may be sales tax collected during a Fruit and Vegetable Check (FVC) transaction. If a WIC client purchases fruits and vegetables that total more than the authorized dollar amount on the FVC, they will have the ability to pay the difference with whatever means.

Vendor Materials Available

Keeping current with the latest and greatest is sometimes a chore. We want to make sure stores have the most up-to-date information so please review the information on this page to make sure you have current materials.

Shelf Labels

We now have shelf labels for baby food products, all the new tortillas, fresh, canned and frozen fruits and vegetables.



The shelf labels come in separate packages so if you place an order you will receive 3 packages within the same envelope.



We have made several generic labels so as new brands of 100% whole wheat bread come on the market, please make sure your products are marked.



Program Booklet

WIC Program Booklet just for vendors. Can also be used as a training tool.

EVERY Cash Register should have one !

PLEASE NOTE:

ALL infant formula checks ALWAYS SPECIFICALLY list the exact the brand and type of formula the client is to receive, whether the UPC is showing as a covered formula or not, e.g. if the check has "PurAmino Powder", then that is what the client should get. IF you have questions about this please review information on pages 6-7 of the Ks WIC Program Vendor Manual.

http://www.kansaswic.org/manual/forms/Vendor_Manual.pdf



KANSAS WIC PROGRAM CASHIER TRAINING MANUAL



Door Decal to indicate your store is authorized to accept WIC checks.



APRIL-MAY 2012

Newsletters are sent out throughout the year and contain any program change information, upcoming Vendor Advisory meetings, and other important information for stores. They are available on the Kansas WIC website

http://www.kansaswic.org/vendors/forms_and_newsletters.html



Kansas WIC Program Vendor Manual



The Self-Paced Training manual can be given to current employees as a refresher or to new cashiers as part of your store's training process.

How to Conduct WIC Transactions

| | | |
|---|---|------------|
| KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 - 1-800-332-6262 | | 1120012471 |
| Pay to the order of any Authorized Kansas WIC Vendor Only | Payable through: United Community Bank | 64-1968 |
| Do not use before this date: | 10/21/2011 | |
| Fill in actual purchase date: | (Month/Day/Year) | |
| Do not use after this date: | 11/21/2011 | |
| AUTHORIZED FOOD - NO SUBSTITUTIONS | | |
| Quantity Description | | |
| 1 gallons Fat Free, Skim, 1/2%, 1% or 2% Milk | | |
| 1 quarts Fat Free, Skim, 1/2%, 1% or 2% Milk | | |
| 1 11.5-12 oz containers Concentrated Juice | | |
| 1 16 to 18 oz jar Peanut Butter | | |
| Cashier's Initials | Pay Exactly | |
| X | | |
| Caregiver, WIC | | |
| Sign only after price is | | |

WIC Check—a check used by a WIC Client to obtain supplemental foods.

- ⇒ There is a list of foods authorized for purchase with the check.
- ⇒ There are no other tenders allowed in the transaction.

| | |
|--|---|
| KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 | |
| Pay to the order of any Authorized Kansas WIC Vendor Only | Payable through: United Community Bank |
| 64-1968 | 611 |
| Clinic: 0 Shawnee Co WIC Clinic 1-785-368-2170 | |
| Client: 123456789 Client, WIC | |
| AUTHORIZED FOOD - NO SUBSTITUTIONS | |
| Quantity Description | |
| 1 gallons Fat Free, Skim, 1/2%, 1% or 2% Milk | |
| 1 quarts Fat Free, Skim, 1/2%, 1% or 2% Milk | |
| 1 64 oz container Juice (no refrigerated juices) | |
| 2 14 to 16 oz cans Canned Beans | |
| 32 oz 100% WWbread/roll/bun,brownrice,WW/SoftCorn tortilla | |

| | |
|--|---|
| KDHE - WIC Program, 1000 SW Jackson, Suite 220 Topeka, KS 66612-1274 | |
| Pay to the order of any Authorized Kansas WIC Vendor Only | Payable through: United Community Bank |
| 64-1968 | 611 |
| Clinic: 0 Shawnee Co WIC Clinic 1-785-368-2170 | |
| Client: 123456789 Client, WIC | |
| AUTHORIZED FOOD - NO SUBSTITUTIONS | |
| Quantity Description | |
| 1 >\$6.00< fresh/frozen/canned fruits and/or vegetables | |
| Cashier's Initials | Pay Exact |

FRUIT and VEGETABLE Check (FVC)—a fixed dollar amount check which is used by a WIC client to obtain approved fresh, frozen, or canned fruits and vegetables.

- ⇒ There is a dollar amount printed rather than a list of foods.
- ⇒ The client is allowed to pay for overages to the amount printed on it.

Conducting WIC transactions correctly reduces check rejections, which saves you time and saves your store money! Following the steps below will help make sure your WIC transactions are done correctly and quickly.

STEP 1 Check the dates in the “First Date to Use” and “Last Day to Use” boxes. Do not accept the WIC check before or after these dates.

STEP 2 Compare the foods the customer brings up to the foods listed on the WIC check. Use the WIC Program Booklet as a guide.

STEP 3 Write your initials in the “Cashier’s Initials” box, use only black ink.

STEP 4 Ring up the WIC items.

STEP 5 Write in the amount of the WIC purchase. For a Fruit and Vegetable Check (FVC) write in the purchase amount, up to the amount printed on the check. The WIC customer is responsible to pay the difference for items over the amount listed on the FVC. For a regular WIC check transaction, write the amount of the purchase.

STEP 6 Hand the check to the WIC customer to sign and date the check.

STEP 7 Ask for a **photo** identification card and compare the customers name on the WIC check with the name on the photo ID card. (Social Security cards are not considered identification)

| | |
|---|------------------|
| 74 - 1-800-332-6262 | 1120012471 |
| Do not use before this date: | 10/21/2011 |
| Fill in actual purchase date: | (Month/Day/Year) |
| Do not use after this date: | 11/21/2011 |
| Not Negotiable Without Kansas WIC Vendor Stamp Here | |

| | |
|-----------------------------|--------------------------|
| Do not use after this date: | |
| Cashier's Initials | Not Negotiable With |
| \$ | Vendor must D |
| Pay Exactly | |
| X | Caregiver, V |
| | Sign only after price is |
| 2506277 | |

WIC Training Confirmation QUIZ

Please complete this quiz and mail it back in the enclosed self-addressed stamped envelope. Returning this quiz is confirmation that your store has received the annual training information. The person completing this quiz is required, by the Vendor Participation Contract your store has signed, to make sure other staff conducting WIC transactions are trained according to the information in this newsletter.

Multiple Choice (circle all that apply) :

1. WIC is a Special Supplemental Nutrition Program for:
 - A. Pregnant Women and Children 2 to 10 years of age
 - B. Women (Pregnant, Breastfeeding and Postpartum), Infants and Children up to age 5
 - C. Senior Citizens
2. WIC customers may use the following forms of identification during a WIC transaction:
 - A. Expired Driver's License
 - B. School Photo ID
 - C. Military ID
3. Circle the allowable WIC food items:

| | |
|-------------------------------|---|
| Chocolate Milk | Minute Maid 64 oz refrigerated orange juice |
| 100% Whole Wheat dinner rolls | Organic Peanut Butter in a 16.5 oz jar |
| Whole Grain Bread | Quaker Instant Oatmeal 18 oz container |
| Garlic | Lactose Free Milk |

True or False:

1. The WIC program has two levels of violations which may be intentional or unintentional and the store will receive sanction points for violating policies. T F
2. A WIC check has Canned Beans listed as the product authorized for purchase, the client may choose to get dried beans instead. T F
3. Clients may file complaints against stores when staff treat them rudely or when they are denied a product that is in the book. T F
4. The WIC Program Booklet should be used as a training tool in new employee training sessions or refresher sessions for existing cashiers. T F
5. If a WIC customer attempts to purchase food items not listed on their WIC check, you should accept the check to keep the customer satisfied. T F
6. WIC customers can pay the difference if they have more fruits and vegetables than the amount listed on their FVC. T F

Person completing this Quiz _____

VENDOR STAMP # _____

Title: _____

STORE NAME: _____

State of Kansas
DEPARTMENT OF HEALTH AND ENVIRONMENT
Nutrition and WIC Services
1000 SW Jackson, Suite 220
Topeka, KS 66612-1274
264-19



LOOK INSIDE
ANNUAL WIC
VENDOR TRAINING



QUIZ REQUIRED & DUE BY JUNE 30, 2013!

STILL HAVE QUESTIONS? Please consult the
Vendor Manual at:

<http://www.kansaswic.org/vendors>

Or contact your local Vendor Manager through your Local
Agency County Health Department

Valerie Merrow
(785)296-0092

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Brad Iams

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